

CHAPTER 1: OVERVIEW OF THE DEFENSE TRAVEL SYSTEM (DTS)

The Defense Travel System (DTS) has been deployed at your site to streamline the processes involved in arranging and paying for travel for those who travel on official business for the Department of Defense (DOD). With DTS, you can create authorizations, vouchers from authorizations (vouchers), and local vouchers; make trip reservations; and manage other travel-related tasks—all from your computer, and with no paperwork. This chapter covers the following topics:

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1.1 The Defense Travel System

DTS is an integrated computer system that provides you, the DOD user or traveler, with paperless travel planning and reimbursement. DTS consists of commercial-off-the-shelf software that has been enhanced with interfaces to many other systems for making airline, lodging, and rental car reservations, with plans to add rail reservations capability. DTS is paperless and uses DOD public key infrastructure (PKI) certificates that enable you to sign documents securely.

To manage your own travel or create travel plans for others, open the DTS Home page by entering www.defensetravel.osd.mil into the address bar of your Web browser (Figure 1-1). Click the green log in button to log on to DTS. When your travel is complete, you file a voucher that is routed electronically to the appropriate officials for approval and to the Defense Finance and Accounting Service (DFAS) for payment. An electronic funds transfer from DFAS to the government charge card (GOVCC) vendor or your bank account completes the process.



Figure 1-1: DTS Home Page

1.2 DTS Users

A DTS *user* is anyone who, in any role, interacts with DTS. Users include Defense Travel Administrators (DTAs), Authorizing Officials (AOs), Certifying Officials (COs), Routing Officials (ROs), Transportation Officers (TOs), Disbursement Officers (DOs), and agents within the Commercial Travel Office (CTO). A traveler who interacts with DTS on his or her own behalf is referred to as a *user/traveler*.

As DTS is enhanced, updates to this manual and other user resources will become available to teach you how to use the new capabilities. You can obtain the current materials from the DTS Home page.

As a complement to the DTS Home page, DTS offers you the new DTS Travel Center (Figure 1-2). Here you will find the latest in travel planning, DOD travel regulations, CTO activities, and current DTS release information. Click on the icon in the top right corner of the DTS Home page to access this Web site.

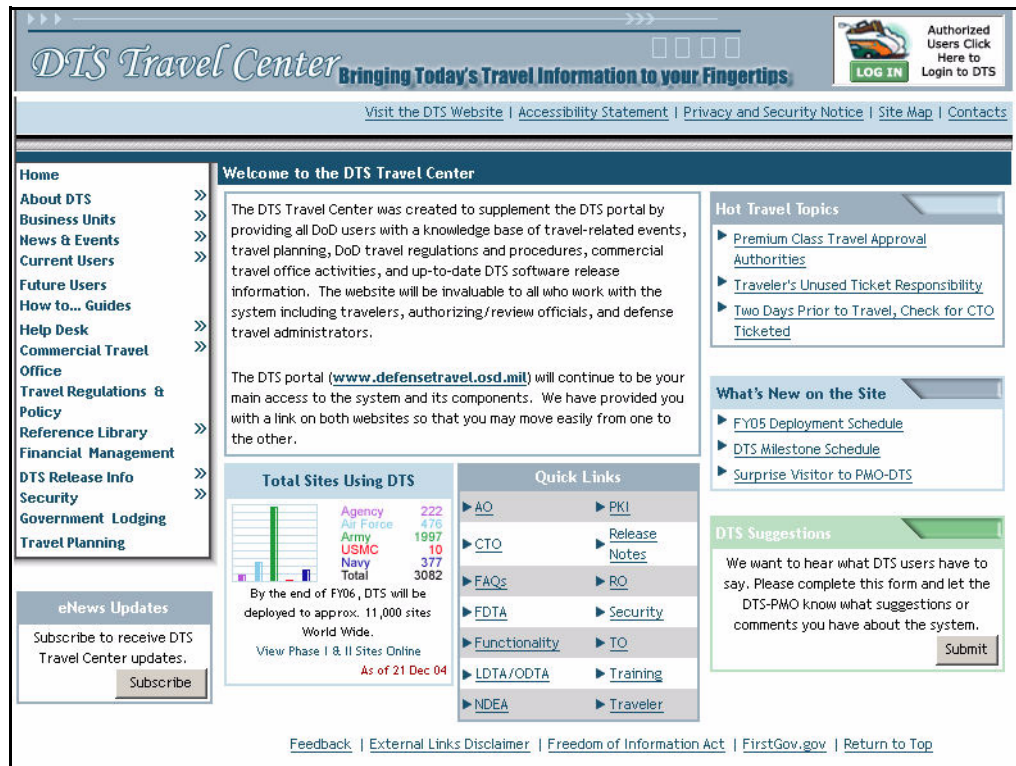


Figure 1-2: DTS Travel Center Web Site

1.3 DTS Features and Benefits

DTS provides full functionality, accessibility, and security when processing authorizations and vouchers. You will find it easy to search for airline, hotel, car rental, and rail availability, and gather all the details to plan a trip.

Real-time availability for air, lodging, and rental cars is built into DTS to provide easy access to commercial travel service information. DTS meets the major travel requirements of DOD and serves the needs of all DOD users. DTS does not manage travel for contractors; it is for DOD personnel traveling on official business.

The system streamlines workflow and processes for you and for all users to improve efficiency and productivity. The following are highlights of DTS' benefits for user/travelers, unit travel clerks, AOs and COs, and DTAs.

User/Travelers and Unit Travel Clerks. Using DTS, user/travelers and unit travel clerks will complete the following tasks:

- Create and update travel documents
- Update travel preferences in a traveler's personal profile
- Create a voucher by using information from an authorization

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- Submit and digitally sign documents
- Determine the status of an authorization or a voucher at any time
- Receive travel reimbursements faster than with a paper-based system.

AOs and COs. Using DTS, AOs and COs will complete the following tasks:

- Preview, review, and approve authorizations and vouchers
- Cancel an authorization
- Return travel documents to user/travelers for changes or corrections
- Edit travel documents for a user/traveler
- Delegate and revoke signature authority
- Certify funds available.

DTAs. Using DTS, DTAs will complete the following tasks:

- Expedite the approval process
- Establish document routing based on the organization and type of action
- Track the obligation and expenditure of travel funds
- Perform all administrative setup functions necessary to use DTS.

1.4 The Trip-Planning Process

The trip-planning process will differ for user/travelers, depending upon whether or not they are connected to DTS.

1.4.1 Connected User/Traveler

If you are a user/traveler, unit clerk, or Non-DTS Entry Agent (NDEA), you log on to DTS using a digital signature. You complete an itinerary, which you stamp with your digital signature. This builds the authorization that DTS passes along a chain of ROs for their respective stamps, such as REVIEWED, CERTIFIED, and APPROVED. To request specific arrangements, use the DTS Travel feature to enter departure and arrival information and then select air, hotel, car rental, or rail. If necessary, you may enter specific requests in the comments window. Figure 1-3 depicts a trip-planning and authorization process for a connected user/traveler.

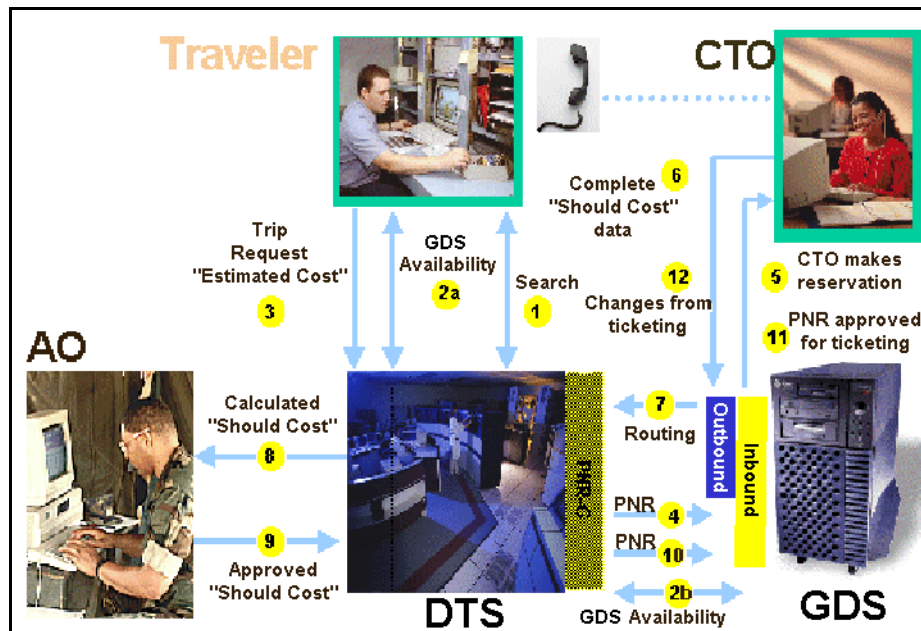


Figure 1-3: Connected User/Traveler

After you log on to DTS and initiate a new document, the following sequence for the trip-planning process occurs:

- Create Authorization:** You create an itinerary and request specific air, hotel, and rental car reservations through the Global Distribution System (GDS) (2a). You then enter reimbursable expense estimates and per diem entitlements to create your "should cost" and complete the authorization (3). You submit the authorization to the CTO by applying your digital signature.
- Route.** DTS routes the authorization to the CTO through the Passenger Name Record (PNR) gateway (4). The PNR gateway converts the information from DTS format to the PNR gateway format for the GDS and places the PNR in the CTO's inbound queue.
- Process.** The travel agent located at the CTO accesses the PNR in the GDS, makes reservations, performs quality checks, and thereby completes a should-cost (5,6). The travel agent places the PNR with should-cost data in the outbound GDS queue for further routing (7).
- Retrieve.** After CTO processing, the PNR gateway retrieves the CTO data from the GDS.
- Route.** DTS routes the request to your AO (8).
- Approve.** The AO reviews and approves the authorization by affixing his or her digital signature (9).
- Route.** DTS updates the status of the authorization to inform you of the approval and routes it through the PNR gateway to the CTO's inbound queue for ticketing (10).
- Ticket.** The CTO tickets the itinerary, as required.
- Update.** The CTO updates any changes in ticketing prior to departure or en route.

1.4.2 Unconnected User/Traveler

A unit clerk or an NDEA can initiate the process for you if you can not log on to DTS. You may either call or fax the NDEA, and provide your travel information (Figure 1-4). The NDEA will complete the authorization for you, as outlined in the process for connected user/travelers (See Section 1.4.1).

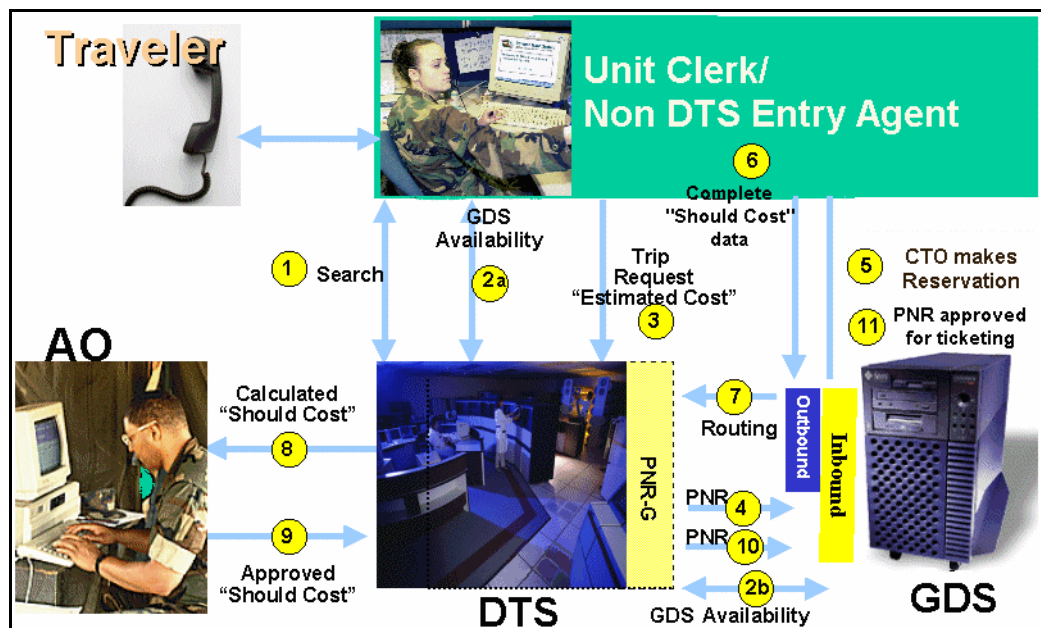


Figure 1-4: Unconnected User/Traveler

The NDEA uses a T-ENTERED stamp to sign vouchers for an unconnected user/traveler. Any user with access to your profile can create and sign trip authorizations using the standard SIGNED stamp. Only NDEAs can sign vouchers for others, and they use the T-ENTERED stamp.

If you can not contact the NDEA, either call or fax the CTO to make travel arrangements. Enter the information into DTS upon completion of your travel.

Note: A travel clerk with group access can create and sign authorizations using the SIGNED stamp. Travel clerks can create but may not sign vouchers for user/travelers. The NDEA is an optional role in DTS. The NDEA can sign vouchers using the T-ENTERED stamp.

1.5 DTS Training and Learning Materials

The DTS Training screen provides a vast array of resources that will help you improve your skills in using the system and find answers to any questions you may have about DTS. To access the Training section of DTS (Figure 1-5), enter www.defensetravel.osd.mil into the address field on the Web browser. When the DTS Home page opens, click the link to the **Training** section, located on the left sidebar.

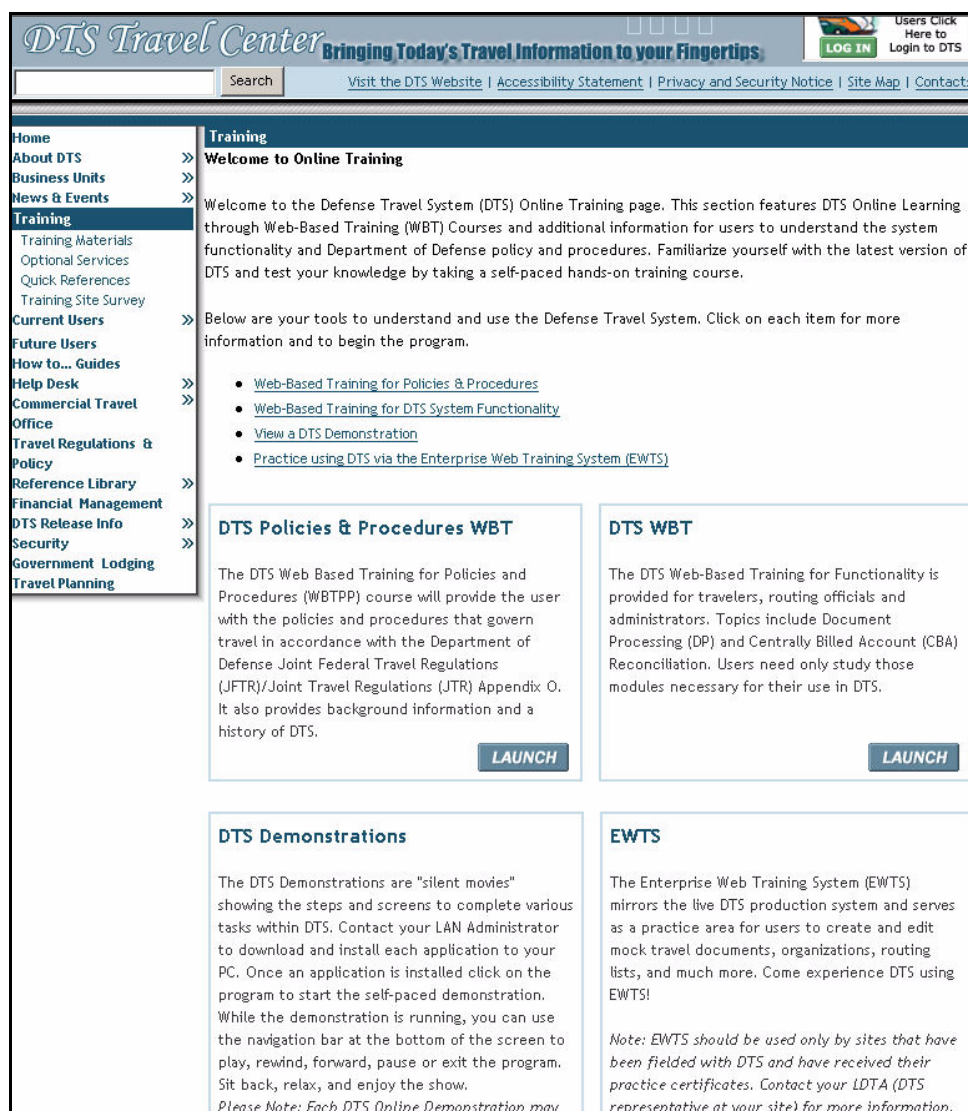


Figure 1-5: DTS Training Screen

The left sidebar of the **Training** screen expands to display the following:

- **Training Materials.** Training and updates to DTS guides and materials are posted here. Check this section for the latest updates. Print the updates to replace the outdated sections in your manual. If you would like an electronic version of the manual with a search capability, simply download an entire manual.
- **Optional Services.** The Optional Services catalog lists additional DTS services that are available to any DOD organization to purchase on a fee-for-service basis. The catalog provides a description of each optional service and an accompanying fee structure.
- **Quick references.** You can download and print the tri-fold guides in this section.
- **Training Site Survey.** Your site's DTA training point of contact (POC) uses the survey to provide information about your site's training needs to the Program Management Office (PMO). This area is password protected.

1.5.1 WBT Course Overview

DTS WBT is a self-paced course that teaches you how to use DTS. You can access WBT through the Training link on the DTS Home page. Access the sections by clicking on the tabs at the top of the WBT menu bar (Figure 1-6).

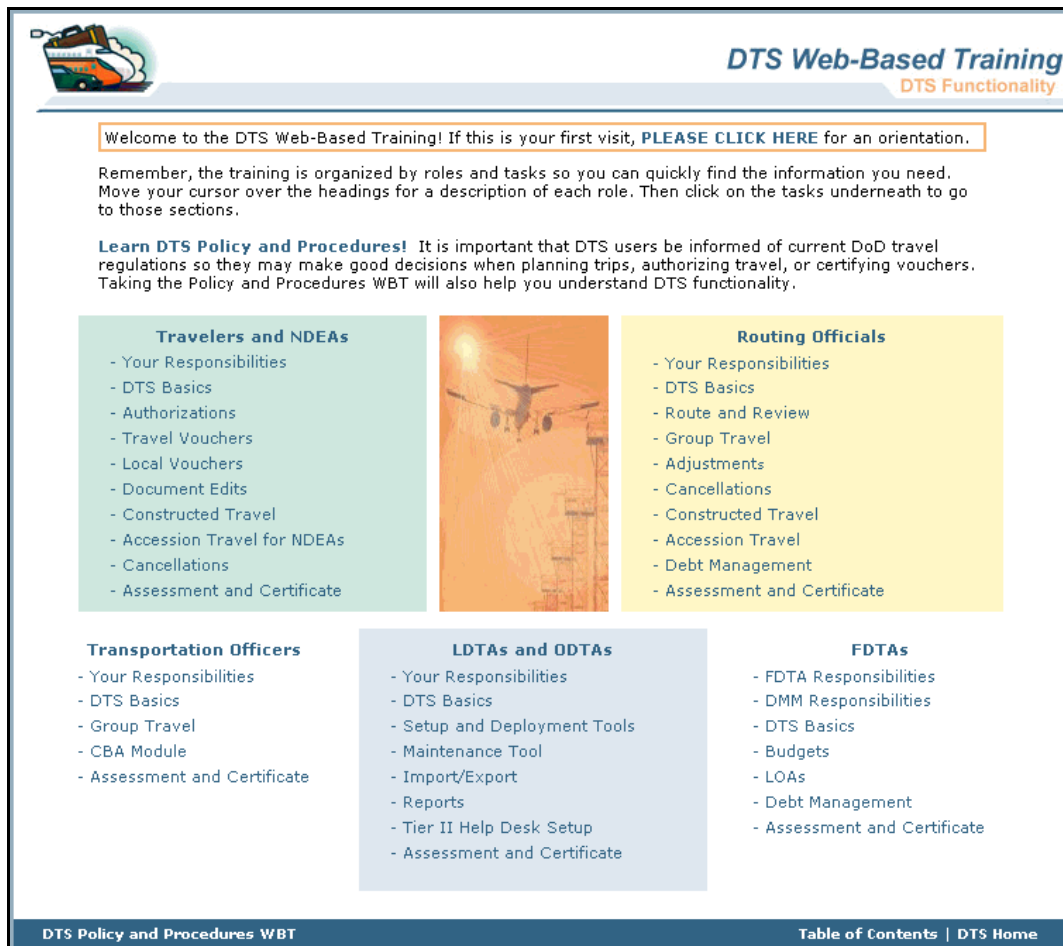


Figure 1-6: DTS WBT Home Page

This WBT course consists of the following five sections:

- *Travelers and NDEAs*. This section provides an overview of how to create a travel document in DTS.
- *Routing Officials*. This section describes the sequence for processing documents by using the Route & Review tool.
- *Transportation Officers*. This section acquaints the TO with the CBA Reconciliation Tool.
- *LDTAs and ODTAs*. This section describes the DTA Maintenance Tool functions for new Organizational DTAs, and guides them through tasks that they will perform.
- *FDTAs*. This section provides an overview of DTS finance and budget features.

1.5.2 Manuals, Updates, and Other Resources

The DTS Home page links you to reference materials that will enhance your knowledge of DTS and help you find the information you need for specific situations. The following steps explain how to obtain reference material and manual updates:

1. Select **Training** from the left sidebar menu.

The Training screen opens, and the sidebar menu expands.

2. Select **Training Materials**.

3. Scroll down the **Training Materials** screen.

Here you find links to all the DTS manuals, appendices, and other sources of help. Print the updates regularly and replace the outdated sections in your manuals.

Note: You will need Adobe Acrobat Reader to view these documents. You will find a link to this free program on the right sidebar of the Documents and Downloads screen.

You may download the electronic version to use on your computer. The electronic documents have a search feature that enables you to search for key words or topics. Listed below are a few of the most widely used resources that you may access from the Training Materials screen.

Defense Travel Administration (DTA) Users Manual. This manual is used in the DTA training classes to teach DTAs about the DTS system administration functions relating to DTS setup and maintenance, electronic document processing, and budget setup.

The Defense Travel System Document Processing Manual. This manual, which is the book you are reading now, describes document processing and advanced topics such as SPP, advances, and group authorizations. It is used in the classes for user/travelers and AOs to show how to perform these tasks when creating authorizations, vouchers, local vouchers, and amendments to travel documents.

Centrally Billed Account Reconciliation Users Manual. This resource teaches the user how to reconcile Centrally Billed Accounts (CBAs).

Practical Exercises. These are the exercises that students complete during DTS training to practice each of the concepts they learned.

1.6 Help in DTS

DTS provides help in using the system, including this manual and the manuals and guides available through the left sidebar of the Training screen. Two additional sources are the online help and help desk.

1.6.1 Online Help

When you are logged on to DTS, you can request help for any screen by clicking the **Help for This Screen** link in the upper right corner. A window opens that contains help for the current screen (Figure 1-7). By clicking each help topic, more information related to that topic will display. Click **See Table of Contents** to search the entire Help database for information related to any topic in DTS.

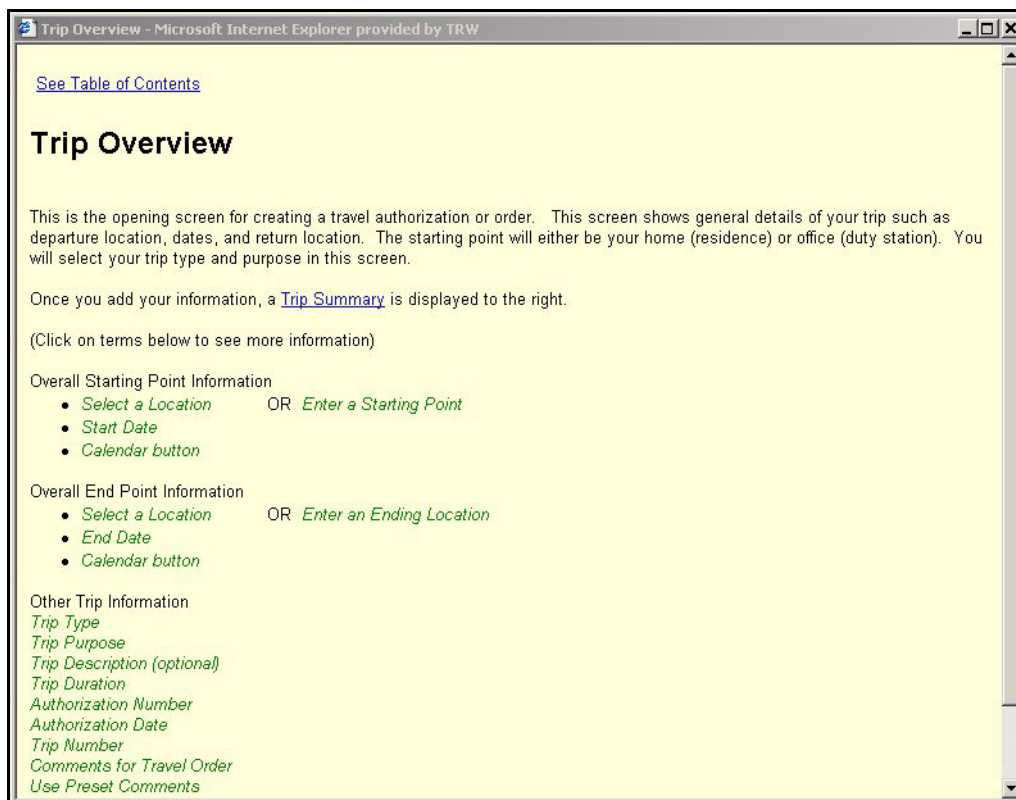


Figure 1-7: DTS Help Window

1.6.2 DTS Help Desk

The DTS Help Desk uses the three-tiered structure that is described in the following paragraphs.

Tier 1 – At this level, you use reference materials to help answer your basic questions. Examples of such materials include the following:

- Tri-fold brochures
- WBT
- Manuals and users guides
- Online help.

Tier 2 – The Tier 2 Help Desk (T2HD) is your local help desk that addresses issues that can not be resolved at Tier 1. T2HD may consist of the LDTA, Finance DTA (FDTA), and IT personnel. T2HD provides you with local policy and DTS support. For issues that can not be resolved at this level, T2HD staff creates help desk tickets to escalate to Tier 3.

Tier 3 – The Tier 3 Help Desk (T3HD), located in Fairfax, Virginia, addresses issues that can not be resolved at T2HD. Only users from T2HD can contact T3HD. Authorized users can access T3HD Monday through Friday from 8 a.m. to 5 p.m., Eastern Standard Time.

1.7 DTS Deployment

All the actions necessary to set up DTS at your site and the actions that enable you to put the software to work are referred to as the DTS Fielding process. You can read more about this topic by selecting **Deployment** from the sidebar menu on the DTS Home page.

1.8 How To Log On to DTS

Launch your Internet browser and enter the following address into the address bar: www.defensetravel.osd.mil. The DTS Home page will open. Common access card (CAC) users should follow the instructions in Section 1.8.1. Soft token certificate users should follow the instructions in Section 1.8.2.

Note: A site may switch from diskette to CAC to access DTS. The DTA will have to reset each user's user ID in the user's personal profile to the default setting by clicking **Reset User ID** in the People tool in the DTA Maintenance Tool. Diskettes and CACs are not interchangeable.

1.8.1 Log On Using Your CAC

Use the following steps to log on to DTS:

1. Insert your CAC into the CAC reader.

You must leave your CAC in the CAC reader for the entire DTS session. The system will read from the reader periodically. If the CAC is not in the reader, an error message will display.

2. Click the green **Log In** button that is located near the center of the DTS Home page (Figure 1-8).



Figure 1-8: DTS Home Page

The Security Alert statement displays (Figure 1-9). **No** is the default selection.

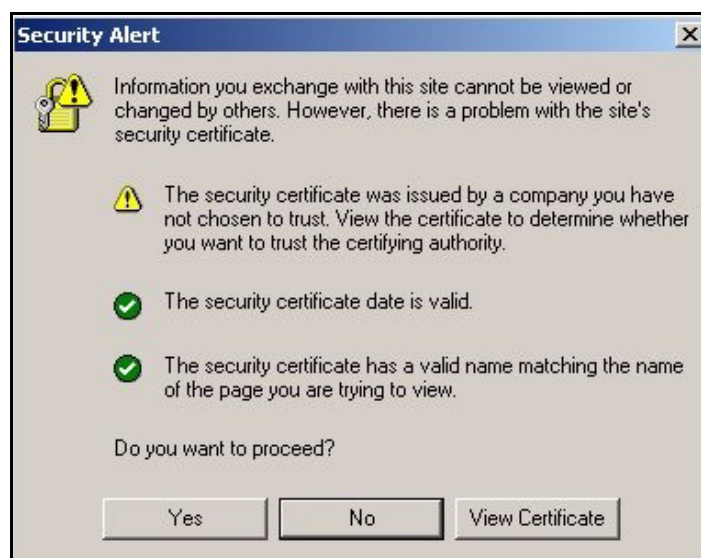


Figure 1-9: Security Alert Statement

3. Click **Yes**.

The DOD Privacy and Ethics Policy statement displays (Figure 1-10).

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Privacy and Ethics Policy

Please read the following DoD Privacy & Ethics Policy concerning DTS website, travel, and usage. By signing in to the DTS System, you agree to the terms and conditions of use.

This is a DoD interest computer system. All DoD interest computing systems and related equipment are intended for the communication, transmission, processing, and storage of official U.S. Government or other authorized information only. All DoD interest computer systems are subject to monitoring at all times to ensure proper functioning of equipment and systems including security devices and systems, to prevent unauthorized use and violations of statutes and security regulations, to deter criminal activity, and for other similar purposes. Any user of a DoD interest computer system should be aware that any information placed in the system is subject to monitoring and is not subject to any expectation of privacy.

If monitoring of this or any other DoD interest computer system reveals possible evidence of criminal statutes, this evidence and any other related information, including identification information about the user, may be provided to law enforcement officials. If monitoring of this or any other DoD interest computer system reveals any violations of security regulations or unauthorized use, employees who violate security regulations or make unauthorized use of DoD interest computer systems are subject to appropriate disciplinary action.

ETHICS

Travelers must comply with the Federal and Departmental ethics rules when accepting travel benefits (i.e. goods, services, or payment) from non-Federal sources. For DoD personnel, see Joint Ethics Regulation, DoD 5500.7-R, Chapter 4. Travelers may keep items of nominal value (as defined in applicable ethics regulations). Travelers may also keep benefits received for voluntarily vacating a seat on an over-booked flight, but are not to vacate their seat if the Government would incur additional costs or if it would affect the mission.

PRIVACY ACT

AUTHORITY: 5 U.S.C 57, Travel, Transportation, and Subsistence; 10 U.S.C. 135, Under Secretary of Defense (Comptroller); 10 U.S.C. 136, Under Secretary of Defense for Personnel and Readiness; 10 U.S.C. 3013, Secretary of the Army; 10 U.S.C. 5013 Secretary of the Navy; 10 U.S.C. 8013 Secretary of the Air Force; DoD Directives 7000.14-R; and E.O. 9397 (SSN). **PRINCIPAL PURPOSE(S):** To obtain information for processing a request to travel at Government expense on official Department of Defense business and for processing a claim for reimbursement of authorized and legitimate expenses incurred as a result of such travel.

ROUTINE USE: For Federal and private entities providing travel services for purposes of arranging transportation at Government expense for official business.

DISCLOSURE: Voluntary, however, failure to provide all of the requested information may preclude the processing of both the travel request and the claim for reimbursement.

DEPARTMENT OF DEFENSE: Department of the Army Narrative Statement on a New System of Records Under the Privacy Act of 1974

Figure 1-10: DOD Privacy and Ethics Policy Statement

4. Read the statement.
5. Click **Accept**. If you do not wish to continue, click **Decline**.

The DTS Secure Login screen opens (Figure 1-11).

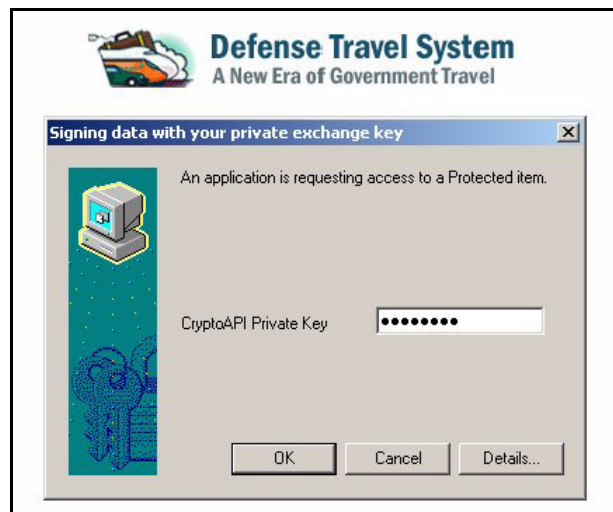


Figure 1-11: DTS Secure Login Screen (CAC)

6. Enter your PIN in the **CryptoAPI Private Key** field.

DTS allows you to enter your PIN incorrectly up to three times before locking you out of the system. If this happens, you must contact the CAC issuance station to have your CAC unlocked.

7. Click **OK**.

The system confirms your identity and displays your User Welcome screen (Figure 1-12). This screen presents your personalized options, based on the permissions granted to you by your DTA. It identifies your name, organization, org access, group access, and permissions levels.

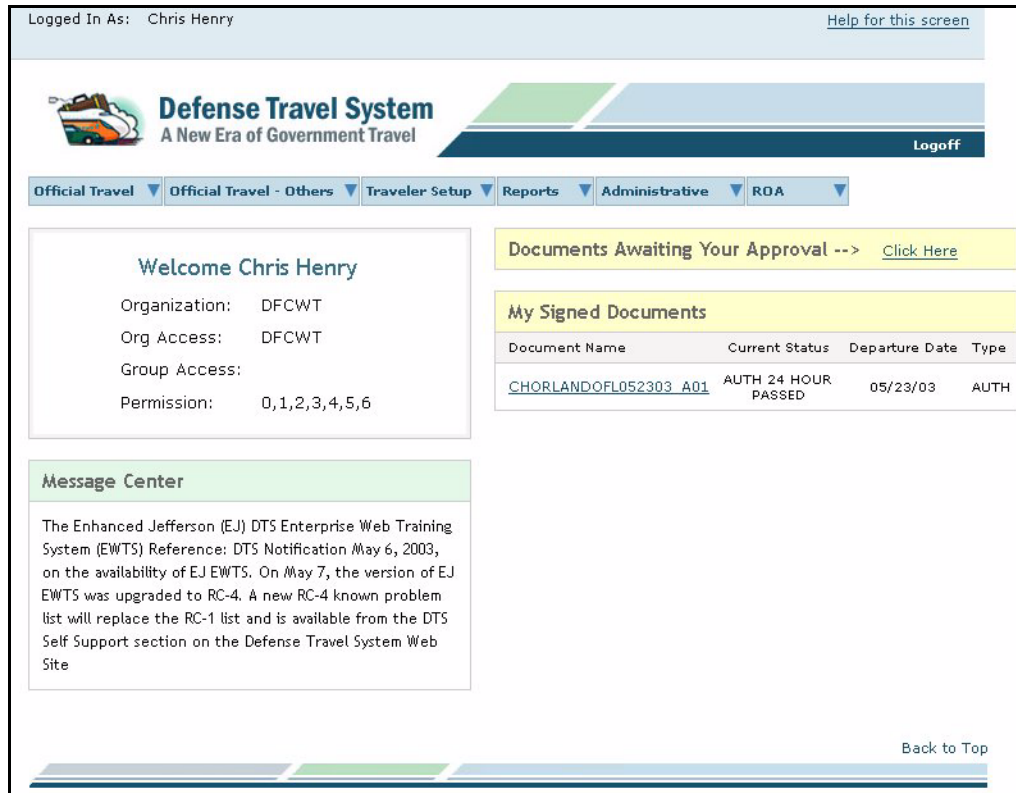


Figure 1-12: User Welcome Screen

1.8.2 Log On Using Your Soft Token

1. Insert the disk containing your soft token certificate into the floppy disk drive.

The disk must remain in the drive for the entire DTS session. The system will read from the drive periodically. If the disk is not in the drive, an error message will display (Figure 1-13).

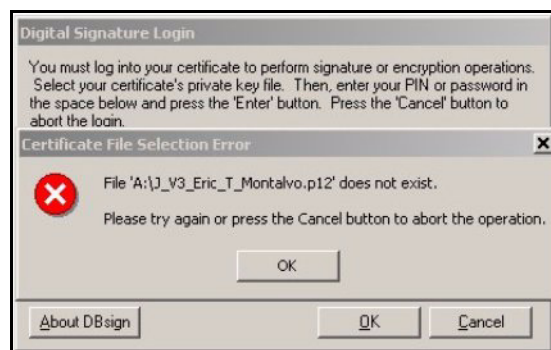


Figure 1-13: Certificate Error Message

2. Click the green **Log In** button located in the center of the DTS Home page (Figure 1-8).

The DOD Privacy and Ethics Policy statement displays (Figure 1-10).

3. Read the statement.
4. Click **Accept**. If you do not wish to continue, click **Decline**.
5. The Digital Signature Login screen opens (Figure 1-14).



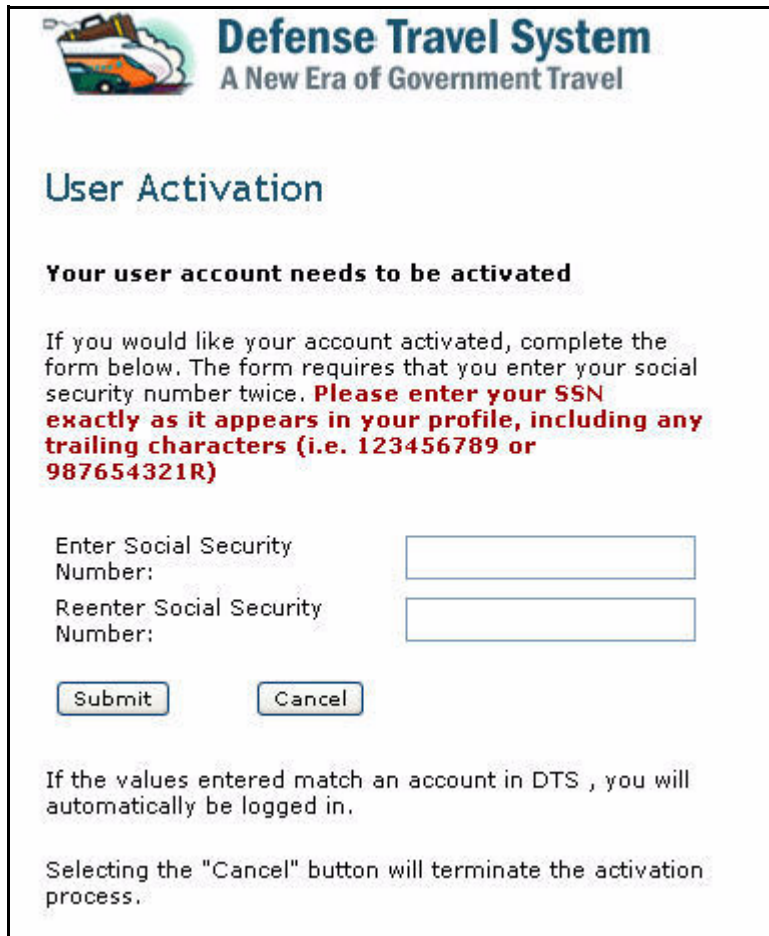
Figure 1-14: DTS Digital Signature Login Screen

6. Complete the **Key File** text field with your certificate key file name. If you do not know your key file, click the **Browse** button (represented by "..."). Select your key file. Enter your password.
7. Click **OK**.

The system confirms your identity and displays your User Welcome screen (Figure 1-12). This screen presents your personalized options, based on the permissions granted to you by your DTA. It identifies your name, organization, org access, group access, and permissions levels.

1.9 Account Activation and Self-Registration

If your user ID has been activated previously in DTS, the log-on process will continue. If your user ID has not been activated, the User Activation screen will open (Figure 1-15).



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User Activation

Your user account needs to be activated

If you would like your account activated, complete the form below. The form requires that you enter your social security number twice. **Please enter your SSN exactly as it appears in your profile, including any trailing characters (i.e. 123456789 or 987654321R)**

Enter Social Security Number:

Reenter Social Security Number:

If the values entered match an account in DTS , you will automatically be logged in.

Selecting the "Cancel" button will terminate the activation process.

Figure 1-15: DTS User Activation Screen

Your signature token contains your user ID. Section 1.9.1 explains how DTS confirms your identity by matching your user ID to your Social Security Number (SSN) that is stored in the database.

1.9.1 How To Activate Your Account

If you have been registered in DTS, but your account has not yet been activated, you can activate your account through the following steps:

1. Enter your SSN in the Enter **Social Security Number (SSN)** field.
2. Re-enter your SSN in the **Re-enter Social Security Number** field.
3. Click **Submit**.

After you submit, DTS searches the database for your SSN.

If your SSN already exists in the database. If DTS finds your SSN, it determines whether or not it has been activated. Next, it verifies whether or not the last name that corresponds to the SSN in the

database matches the last name stored on your digital certificate. If they match, DTS will update the user ID information in the database and the User Welcome screen will open (Figure 1-12). If DTS finds your SSN in the database, but the last name does not match the last name on your digital certificate, contact your DTA. If the user ID field is already populated, contact your DTA.

DTS will check to see if a user profile exists for you. If your user profile exists, only the user ID will be updated with the value from the certificate.

If your SSN does not exist in the database. If DTS does not find your SSN and you have not been registered manually via the DTA Maintenance Tool, use Self-Registration. Instructions for Self-Registration are presented in Section 1.9.1.1.

Note: If you travel in more than one capacity (e.g., sometimes as a civilian, other times as a reservist or for the National Guard), you should contact your DTA to confirm any trailing characters that should be entered in the SSN fields on the User Activation screen.

1.9.1.1 How To Self-Register

If DTS determines that a user is new to DTS and has not been entered manually via the DTA Maintenance Tool, the User Activation screen will open (Figure 1-16). Use the following steps to self-register:

1. Click **Self Register**.

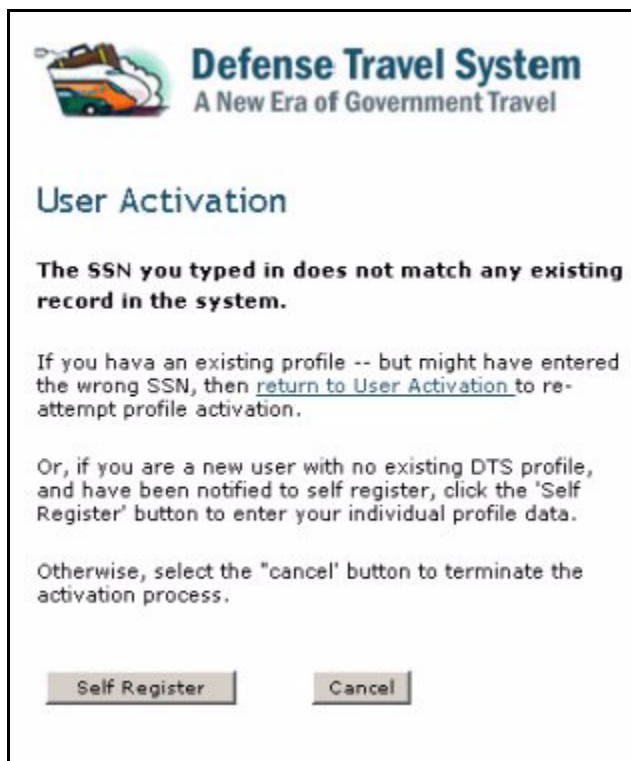


Figure 1-16: User Activation Screen

The User Welcome screen opens (Figure 1-17).

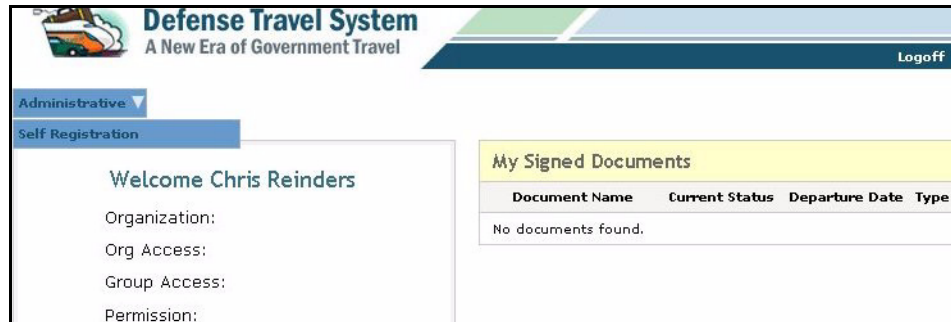


Figure 1-17: User Welcome Screen - Self-Registration

2. Mouse over the **Administrative** drop-down menu and select **Self Registration**.

The Self-Registration Welcome screen opens (Figure 1-18).

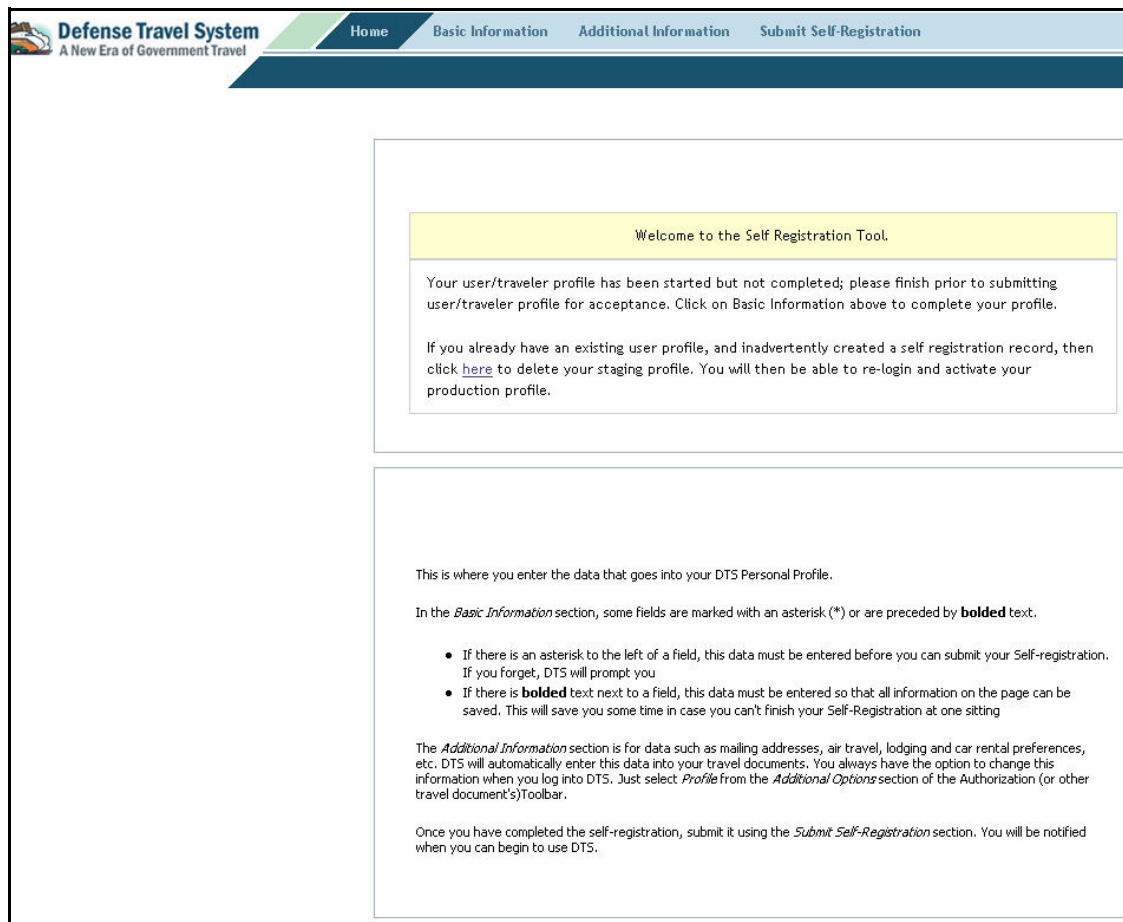


Figure 1-18: Self-Registration Welcome Screen

3. Click **Basic Information** on the navigation bar.

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The Basic Information screen opens (Figure 1-19, Figure 1-20, and Figure 1-21).

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Home Basic Information Additional Information Submit Self-Registration

Field with '*' is a required field when you submit on the BASIC INFORMATION page.

Fields with a **bolded Field Name** are required to save data on the BASIC INFORMATION page.

MANDATORY INFORMATION

GENERAL INFORMATION

First Name › Van

Last Name › Morrison

Middle Initial ›

SSN › 555995589

Gender › N/A

* Email Address ›

MAILING ADDRESS

* Mailing Street 1 ›

Mailing Street 2 ›

* City ›

* State / Country › Click on the icon to select a value

* Zip / Postal Code ›

Is this the same as Residence Address? › ☐ Yes ☒ No (If not, we'll ask you for it on the Additional Information page.)

Figure 1-19: Self-Registration Basic Information Screen (Top)





REQUIRED WORK INFORMATION	
Civilian / Military >	Civilian
Title / Rank >	AD-00
Tech Status >	<input type="radio"/> Yes <input checked="" type="radio"/> No
* Organization >	<input type="text"/>  <small>Click on the icon to select a value</small>
Service / Agency of Assignment >	
Office Street 1 >	<input type="text"/>
Office Street 2 >	<input type="text"/>
City >	<input type="text"/>
State / Country >	<input type="text"/>  <small>Click on the icon to select a value</small>
Zip / Postal Code >	<input type="text"/>
Time Zone >	GMT
Work Hours >	8
Emergency Contact Name >	<input type="text"/>
Emergency Contact Phone Number >	<input type="text"/> <small>Format: 999-999-9999 x9999; up to 20 characters</small>
ELECTRONIC FUNDS TRANSFER DATA	
Account Type >	<input type="radio"/> Checking <input type="radio"/> Saving <input checked="" type="radio"/> None
Account Routing Number >	<input type="text"/>  <small>Click on the icon for help</small>
Account Number >	<input type="text"/>
TRAVEL RESERVATION INFORMATION	
GOVERNMENT CHARGE CARD (GOVCC)	
Advance Authorization >	CARD HOLDER
Account Number >	<input type="text"/>
GOVCC Exp. Date >	<input type="text"/>  <small>Format is mm/dd/yyyy</small>
ADDITIONAL INFORMATION	
Printed Organization >	<input type="text"/>
Present Duty Station >	<input type="text"/>
Miles from Office to Airport >	<input type="text"/>

Figure 1-20: Self-Registration Basic Information Screen (Middle)

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Office Phone »
Format: 999-999-9999 x9999; up to 20 characters

Office Fax »
Format: 999-999-9999; up to 20 characters

Office Mail Stop »

Organization Email »

Unit ID (UIC/RUC/PASSCODE) »

FOREIGN TRAVEL INFORMATION

OFFICIAL (NO-FEE) PASSPORT INFORMATION

First Name »

Last Name »

Middle Initial »

Birth Date »
Format is mm/dd/yyyy

Passport Number »

Issuing City »

Issuing State / Country »
Click on the icon to select a value

Expiration Date »
Format is mm/dd/yyyy

REGULAR (TOURIST) PASSPORT INFORMATION

First Name »

Last Name »

Middle Initial »

Birth Date »
Format is mm/dd/yyyy

Passport Number »

Issuing City »

Issuing State / Country »
Click on the icon to select a value

Expiration Date »
Format is mm/dd/yyyy

Figure 1-21: Self-Registration Basic Information Screen (Bottom)

4. Complete the fields on the screen.
5. Click **SAVE AND PROCEED**.

The Additional Information screen opens (Figure 1-22 and Figure 1-23).

Figure 1-22: Additional Information Screen (Top)

Figure 1-23: Additional Information Screen (Bottom)

6. Complete the fields on the screen.
7. Click **SAVE AND PROCEED**.

The Submit Self-Registration screen opens (Figure 1-24).

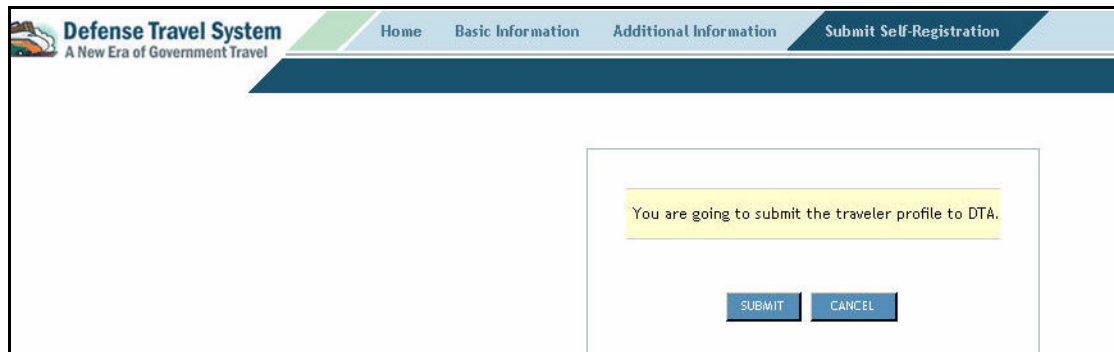


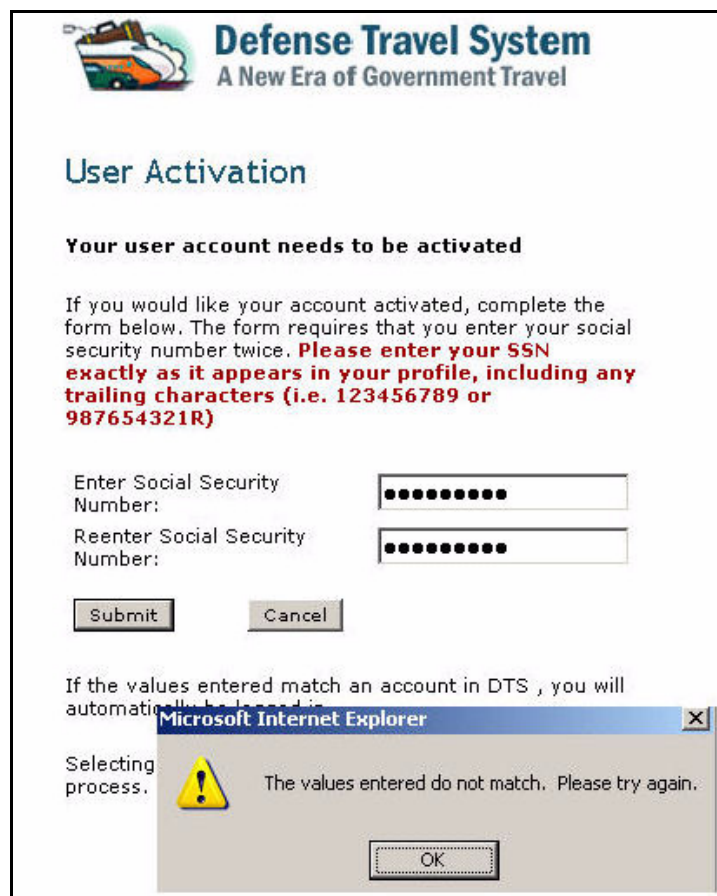
Figure 1-24: Submit Self-Registration Screen

8. Click **Submit**.

1.9.1.2 Error Messages

If your log-on attempt is unsuccessful, you may receive one of the error messages described in this section.

The User Activation message displays if the values entered in the Social Security Number (SSN) fields do not match (Figure 1-25).



The screenshot shows the "Defense Travel System" logo at the top, with the tagline "A New Era of Government Travel". Below this is the "User Activation" section. A message states: "Your user account needs to be activated". It then instructs the user to complete a form by entering their social security number twice, emphasizing that the SSN must be entered exactly as it appears in the profile, including any trailing characters (e.g., 123456789 or 987654321R). The form has two input fields for "Enter Social Security Number:" and "Reenter Social Security Number:", both containing masked characters. Below the fields are "Submit" and "Cancel" buttons. A message at the bottom states: "If the values entered match an account in DTS , you will automatically be logged in". A "Selecting process." status indicator is visible. Overlaid on the bottom right is a "Microsoft Internet Explorer" error dialog box with a yellow warning icon and the text: "The values entered do not match. Please try again." with an "OK" button.

Figure 1-25: User Activation Message

Resolve by entering the correct SSN in both of the fields and click **Submit**. You may end the process by clicking **Cancel**.

The Invalid or Expired Certificate Message (Figure 1-26) and the Account Locked or Not Found or Certificate Revoked Message (Figure 1-27) are two other Log-On Error Messages.

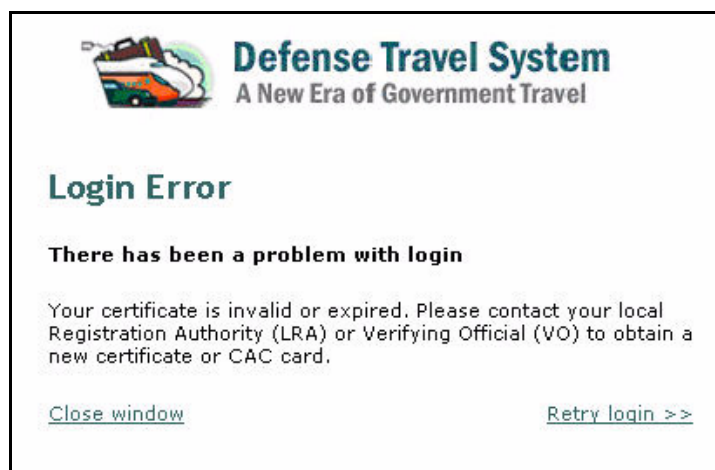


Figure 1-26: Invalid or Expired Certificate Message

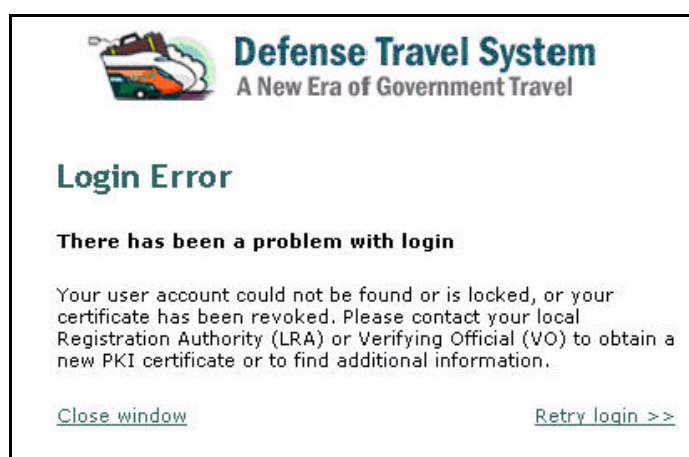


Figure 1-27: Account Locked or Not Found or Certificate Revoked Message

Resolve by contacting your local registration authority (LRA) or your verifying official for assistance.

1.10 Easy Troubleshooting

If you encounter a problem during the log-on or authentication process, you should try to resolve the problem through the actions listed below. The following suggestions apply to both CAC users and soft token users:

- Insert your signature token *before* clicking the DTS **Log In** button.
- Make sure that your signature token remains securely in place the entire time when using DTS.
- Prevent DTS from timing out your session. Enter your certificate and password (or PIN) quickly when the Digital Signature Login screen opens.
- Click **Browse** to locate your key file data.

If an error occurs during the authentication process, you will receive either a numbered error message or an un-numbered error message informing you that the connection will be terminated. Regardless of the type of error message, click OK to start the process again. If the problem persists, contact the T2HD.

1.11 Error Message Information

Refer to Appendix H of the *DTA Users Manual* for a complete list of coded error messages.

1.12 Logging Off DTS

Remember to log off DTS at the end of your session. Complete the following steps to close screens and exit DTS:

1. To exit from any DTS screen, click **Close** when available. Click the **x** in the top right corner of the browser screen if a Close button is not available.
2. To exit DTS completely, click **Logoff** on the banner at the top of the DTS User Welcome screen.

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